

TEAM NORMS

Business Customer Satisfaction Pilot Team

These guidelines provide each of us with a shared set of expectations which will help us to achieve our team's desired outcome and assist us in maintaining balance and harmony while doing so.

1. Our meetings begin and conclude at their scheduled times
2. Decisions are reached by consensus of those team members present
3. We recognize and respect the team roles our members play
4. Let's be relaxed and casual and enjoy each other's company
5. We agree to completing our Action items on time and to report in advance to the team any delays
6. The team's scribe will record all policies, assignments and decisions
7. Team members share their ideas, opinions, and disagreements openly with the team and take the responsibility to share their agency's issues and perspectives at meetings
8. Information shared in team meetings can be shared with others, unless a team member asks that it be kept confidential
9. Team members accept and respect each other's opinions, we react to the merit and value of *ideas* not the individual
10. If you miss a meeting, it's up to you to read the notes and confer with a colleague to prepare yourself sufficiently for the next meeting
11. New individual members from any partner agency shall receive sufficient preparation and briefing prior to attending their first meeting
12. Take responsibility to be a spokesperson on behalf of the pilot project and communicate what you learn in dialogue with others back to the team